



Easter Seals

Sherri R Nielsen
President/CEO

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To: Interim Legislative Committee

Thank you again for taking the time to discuss system redesign with me. As I shared with you, I believe that the system used in Polk County is a best practice for case management. Easter Seals is one of 6 case management providers that contracts with the county to provide targeted case management services. The system is built on values that promote independence, choice, and responsibility. All regions would benefit from adopting the current system.

Here are a few of the benefits clients and families receive with the current case management system in Polk County:

- The right to pick from 6 case management agencies
- A case manager who sees them on a monthly basis
- Small case load sizes 27- 30 people
- Opportunity to pick their provider of services
- Outcome measurements that promote the values of the system

I have included rights and responsibility information that is given to clients at their intake, a best practice report from the Kaiser Foundation, and the most recent case management outcome report evaluating the 6 case management entities. The outcomes are measured on an annual basis and are public information for clients, families or any interested party. Please let me know if there are additional questions that I can answer or additional information that I can provide.

Sincerely,

A handwritten signature in cursive script that reads "Sherri Nielsen".

Sherri Nielsen, SPHR
President/CEO
Easter Seals Iowa

Easter Seals Case Management



RIGHTS AND RESPONSIBILITIES AS A CONSUMER: In addition to our constitutional rights, people with mental illness, mental retardation, and other developmental disabilities have the following specific rights:

1. The right to privacy, including the right to private conversation, and to confidentiality.
2. The right to be treated with respect and to be addressed in a manner which is chronologically age appropriate.
3. The right to appeal any staff or provider action.
4. The right to enter into contracts.
5. The right to due process.
6. The responsibility to participate in the annual planning process to the extent possible.
7. The responsibility to cooperate with the plan agreed upon (CCSP).

Persons with mental illness, mental retardation, and other developmental disabilities have the same fundamental rights as all persons. Rights can be limited only with the informed consent of the consumer, the consumer's guardian or legal authorities within the following guidelines: limit is based on an identified individual need; skill training is in place to meet the identified need; periodic evaluation of the limit is conducted to determine the continuing need for limitation.

NONDISCRIMINATION: No person shall be discriminated against because of race, color, national origin, sex, age, mental or physical disability, creed, religion, or political belief when applying for or receiving benefits or services from Easter Seals Medicaid Targeted Case Management.

CONFIDENTIALITY: According to federal and state law, any information given to any member of our staff is considered to be privileged and cannot be revealed to family, friends, courts, spouse, attorneys, probation officers or employers without your written consent or the written consent of your legal representative unless you are court ordered for treatment or evaluation.

There are six exceptions regarding full confidentiality in the Case Management program:

- A. Reporting dependent adult abuse:** All Case Managers are mandatory reporters. It is the policy of Easter Seals Case Management Staff to report to the Department of Human Services (DHS) if abuse to dependent adults is suspected.
- B. Reporting child abuse:** All Case Managers are mandatory reporters. It is the policy of Easter Seals Case Management staff to report to the Department of Human Services (DHS) if child abuse is suspected.
- C. Dangerous to self and others:** When a client indicates that he or she is a danger to self or others, Case Management staff shall act in a manner which is most beneficial in assuring the safety of the consumer and others.
- D. Minors:** The holder of confidential information is the parent or legal guardian.
- E. Individuals with Chronic Mental Illness:** Section 228.8 of the Iowa Code specifies circumstances which allow disclosure of limited mental health information to family members who are directly involved in the care of an individual with chronic mental illness or monitoring the treatment of the individual. The family member must make a written request for the information unless an emergency exists. Information which may be released is limited to diagnosis, prognosis, medication and compliance (not to exceed six months), and treatment plan. If we release such information, you will be informed of the disclosure.

- F. **Quality of Service:** The Medicaid Targeted Case Management program is accredited by the Iowa Department of Human Services Division of Behavioral, Developmental and Protective Services for Families, Adults and Children (DHS). We are also a member of the County Case Management Services (CCMS). Personnel from DHS and CCMS periodically check consumer records for compliance with the state standards for case management services. Our services are subcontracted through Polk County Health Services (PCHS), who channel our funding and monitor quality of service provision. Polk County Health Services may contract with external agencies to monitor and evaluate quality of service. DHS, CCMS, PCHS and all external agencies are required to keep all consumer information confidential. Each time a file is reviewed, the reviewing agency will provide documentation that the file was accessed.

APPEAL PROCEDURE:

In the event you feel your Case Manager is not providing the type of service necessary, please first discuss this concern with your Case Manager. If you continue to feel dissatisfied, please contact the Case Management Supervisor. You have the right to appeal actions of the Case Management program by using the (County) dispute resolution policy.

You or your representative have the right to immediately object to the proposed action and may file a written appeal protesting such action. The written appeal must be presented by hand delivery or first class mail within fifteen (15) days after notice is mailed, or within fifteen (15) days of the alleged event or action which is being appealed. The written appeal must include the following:

1. The name, address, and telephone number of the petitioner.
2. The name, address, and telephone number of the person on whose behalf the petition is being filed.
3. The specific action which gives rise to the appeal.
4. The statute, rule, policy, or decision which has been violated by any action or intended action.
5. A concise statement of issue, the reason for the petition, pertinent facts, people involved, and efforts made to resolve the dispute prior to the appeal.

Send to: Case Management Director
Easter Seals Case Management Program
2920 30th Street
Des Moines, Iowa 50310
Phone: (515) 274-1529

_____ The above information has been reviewed with me. In the event that I feel any of my rights have been infringed upon I may request advocacy assistance from my Case Manager, or other advocates. I understand that at any point I may refuse all or part of services which are being offered.

_____ I acknowledge that I have been informed of and received a list of service options that are available to me throughout the community.

_____ I acknowledge that I have been informed of and received a description of the case manager's role and I consent to receive case management.

Case Manager Signature

Consumer Signature

Date

Guardian Signature

Case Management Description

TARGETED CASE MANAGEMENT

Eligibility: Under the state Medicaid plan, case management services are available to persons with Chronic Mental Illness, Mental Retardation, or a Developmental Disability, who are not in a Medicaid-funded institution. Children must be receiving services through the Home and Community Based Services Waiver for Persons with Mental Retardation to be eligible. Case management services may be provided to persons with Brain Injuries occurring after the age of 22 only through the Brain Injury Waiver. Some agencies may serve individuals with other disabilities, but the consumer must pay the full cost of the service.

Funding: The state and the county of legal settlement share equally the non-federal share of the cost of service to adults whose case management service is not covered by the Iowa Plan for Behavioral Health (administered by Merit Behavioral Care of Iowa). In addition, Polk County may pay for case management services to individuals who are temporarily ineligible for Medicaid and for those transitioning into or out of the case management system.

Contact: Annie Uetz, Director of Case Management
 Polk County Health Services, Inc.
 1000 Fleming Building
 Des Moines, IA 50309
 Phone: (515) 883-1597
 FAX: (515) 243-8447
 E-mail: annie@pchs.co.polk.ia.us

Service Description: Generally, all case management services include the following:

1. Assessing service needs, including assurance that a diagnosis and evaluation is obtained for each consumer.
2. Developing, with an interdisciplinary team, an appropriate individual program plan for each consumer.
3. Assisting the consumer in obtaining needed services.
4. Monitoring the provision of services and the consumer's progress.
5. Advocating on behalf of the consumer.

Specific Provider Agencies: Each county in Iowa directly provides or designates one or more agencies to provide case management services. Polk County has designated six different agencies as case management providers. Consumers may apply to any of the designated providers. The following chart shows the population groups each agency serves, and a description of each program follows the chart.

	Adults		Children	BI Waiver
	CMI	MR/DD	MR Waiver	
Broadlawns-CAP	X			
ChildServe		X (<22)	X	X
Community Support Advocates	X	X	X	X
Easter Seals	X	X	X	X
Golden Circle	X	X	X	
Link Associates		X	X	

